Contract Providers Transition Team (CPTT)
Meeting Agenda
January 19, 2010
10:00 A.M. – NOON

✓ **Welcome**

✓ **MHSA IT Funding Agreement – Status and Orientation**

✓ **MHSA IT Proposal Submission – Status**

✓ **MHSA IT Project Proposal – Guidance**

✓ **Electronic Signature – Status**

✓ **Meeting Schedule**

✓ **Open Discussion**

Next Meeting – February 16, 2010 10:00 A.M. - NOON

"To Enrich Lives Through Effective And Caring Service"

TECHNOLOGICAL NEEDS FUNDING AGREEMENT (TNFA) UPDATE

"To Enrich Lives Through Effective And Caring Service"

TECHNOLOGICAL NEEDS FUNDING AGREEMENT (TNFA)

UPDATE

- County Counsel Review

- Estimated Board Filing Date February 2, 2010

- Target Board Hearing Date February 16, 2010

- Sample Agreement will be sent to Contractors simultaneous to Board filing date

- Earliest likely TNFA(s) executed for approved projects March 2010

"To Enrich Lives Through Effective And Caring Service"

Slide 1

LAC DMH
LOS ANGELES COUNTY
MENTAL HEALTH

ORIENTATION

"To Enrich Lives Through Effective And Caring Service"

Slide 2

LAC DMH

TECHNOLOGICAL NEEDS FUNDING AGREEMENT (TNFA)

ORIENTATIONS

Orientation Overview

- Held monthly starting February 2010
- Half day session, 9:00 AM to 12:00 PM
- Executive Director (ED) and Project Manager (PM) attend Orientation
- ED **must** attend the first hour
- PM **must** attend the entire session

"To Enrich Lives Through Effective And Caring Service"

Slide 3

LAC DMH

TECHNOLOGICAL NEEDS FUNDING AGREEMENT (TNFA)

ORIENTATIONS

What will the Orientation cover?

- TNFA Agreement Overview
- Project Administration
  - ✓ Invoicing
  - ✓ Asset Reporting
  - ✓ Project Status Reports
  - ✓ Change Notices
  - ✓ Amendments
  - ✓ Sub-Contractor Agreements

"To Enrich Lives Through Effective And Caring Service"

TECHNOLOGICAL NEEDS FUNDING AGREEMENT (TNFA)

ORIENTATIONS

- Agencies with an approved project or a proposal at Level 2 review are eligible to attend orientation
- TNFA will not be executed until an Orientation has been completed
- Call Jose Garcia at (213) 480-3683 to schedule Orientation

"To Enrich Lives Through Effective And Caring Service"

MHSA IT PROJECT PROPOSAL

UPDATE

"To Enrich Lives Through Effective And Caring Service"

MHSA IT Proposal Submission - Status

- 21 Proposals submitted
- 3 Approved Projects
- Guidance Document will be revised and released following Board approval of TNFA
  - Will incorporate additional guidance based on findings from project reviews
  - Will add a sample exhibit for a maintenance project

"To Enrich Lives Through Effective And Caring Service"

MHSA IT PROJECT PROPOSAL

GUIDANCE

"To Enrich Lives Through Effective And Caring Service"

COST JUSTIFICATION

"To Enrich Lives Through Effective And Caring Service"

PROJECT PROPOSAL PROCESS

COST JUSTIFICATION

Purpose

To justify funding of each budgeted item by clearly describing the item's purpose

Method

Separate by expense category and individual line item, including the equation used for item total

"To Enrich Lives Through Effective And Caring Service"

PROJECT PROPOSAL PROCESS

COST JUSTIFICATION

Strong

Expense is (a) categorized properly according to Proposal Process Guidance, (b) need is clearly described and reasonable, (c) equation for budgeted amount is clear and consistent with project description and Exhibit 4 – Budget Summary.

Weak

"Laundry List" approach: identifying only number of items, standard description, and cost. Missing why (justification) and how (equation) cost was calculated.

"To Enrich Lives Through Effective And Caring Service"

PROJECT PROPOSAL PROCESS

COST JUSTIFICATION

Question	Answer
What	Describe position, item of hardware or software, contract service, or other expense.
What Category	Include in appropriate category of expense.
When, how long	Describe duration of service (e.g., personnel) and/or Fiscal Year item is needed.
Why	Justify need.
How Much	Include clearly explained equation for calculating line item cost.

"To Enrich Lives Through Effective And Caring Service"

COST JUSTIFICATION EXAMPLES

"To Enrich Lives Through Effective And Caring Service"

PROJECT PROPOSAL PROCESS

NON-MHSA FUNDING (Total Cost "B")

Purpose

If applicable, to identify non-MHSA funding (amount, justification) and source(s) of funds.

Method

Sub-total by Fiscal Year. May apply an equation based on proportion of DMH to non-DMH clientele. Amount shown for any fiscal year is the sum of any adjustments made because the project is serving non-DMH clients and any other project costs that will be paid using non-MHSA funding.

"To Enrich Lives Through Effective And Caring Service"

PROJECT PROPOSAL PROCESS

NON-MHSA FUNDING (Total Cost "B")

Strong

Amounts are accurate and consistent with narrative description in Exhibit C, which describes the percentage of total project costs that will be funded with non-MHSA IT funds, how the percentage was determined, sources of funds, and includes items that are paid by the contractor.

Weak

(a) Incorrect dollar amount is calculated based on faulty formula or incorrect project total cost. (b) Exhibit C Project Description and Cost Justification omit clear description of equation and source(s) of funds.

"To Enrich Lives Through Effective And Caring Service"

NON-MHSA FUNDING EXAMPLES

"To Enrich Lives Through Effective And Caring Service"

OPERATIONAL RECOVERY PLANNING
&
BUSINESS CONTINUITY PLANNING

"To Enrich Lives Through Effective And Caring Service"

EXHIBIT 3 – SECURITY PLANNING

Section 7.2 Operational Recovery Panning and 7.3 Business Continuity Planning How-to-Guides are required for all EDI/EHR projects or any project that includes PHI.

- Both how-to-guides are now posted on the EDI/CPTP website
- Both plans are due to CIOB for approved projects within 60 days of the implementation
- If the system is implemented at the time of contract execution, then plans are due within 60 days of the date of funding agreement contract execution.

"To Enrich Lives Through Effective And Caring Service"

EXHIBIT 3 – SECURITY PLANNING

Operational Recovery Planning (ORP) - describes the steps to recover and restore critical systems and applications such as the EHR after an outage or disaster.

- Identify critical business functions and their supporting applications
- Prioritize key applications and determine how long your business can function without the application
- Identify contingency options – talk with your vendor, do you need to have an alternate site available, does your ASP vendor have an ORP, what if your internet access is not available, consider various recovery scenarios
- Document, communicate and test the plan

"To Enrich Lives Through Effective And Caring Service"

EXHIBIT 3 – SECURITY PLANNING

Business Continuity Planning (BCP) - describes the steps to continue doing business and providing key services to clients after a disaster.

- Identify key personnel and contacts
- Identify contingency options – where will you work, how will you provide client services, what documents do you need to continue to provide key business functions and services
- Document, communicate and test the plan

"To Enrich Lives Through Effective And Caring Service"

APPENDIX A

"To Enrich Lives Through Effective And Caring Service"

APPENDIX A – PROJECT RISK ASSESMENT

Project Manager and Team Experience

- Rating should be consistent with the Project Manager and Team experience described in the Background Section of Exhibit 3.

- If either the Project Manager or the team members are contracted to the project, the experience of the contracted resources can be used to determine the score of this section.

"To Enrich Lives Through Effective And Caring Service"

LAC DMH

APPENDIX A – PROJECT RISK ASSESMENT

Software - Application Service Provider (ASP)

- An ASP is both an application solution and a service.
- Charges for both the application setup and the ongoing service are typically fixed and billed monthly.
- Setup fees may include table configuration, data conversion and initial training.
- Service fees may include ongoing maintenance and application upgrades.
- Vendor provides the application infrastructure, stores the contractor data and ensures system availability.
- Any unique contractor support, modifications and training are typically billed separately to the contractor.

"To Enrich Lives Through Effective And Caring Service"

LAC DMH

APPENDIX A – PROJECT RISK ASSESMENT

Software – Commercial Off-The-Shelf Software (COTS)

- An application that is available for purchase and installed at the contractor site. (ASP is a form of COTS but provided as a service only).
- Vendor provides support, if contracted, for initial configuration tasks such as table setup, hardware and software configuration and training.
- Vendor support for new application releases and troubleshooting are typically provided.
- Contractor provides the application infrastructure, stores the data and ensures system availability, backup and recovery.

"To Enrich Lives Through Effective And Caring Service"

LAC DMH

APPENDIX A – PROJECT RISK ASSESMENT

Software – COTS (Continued)

- Any unique contractor support, modifications and training are negotiated with the vendor and contractor.
- A rating of "1" for "Off-the-Shelf" is only used if the basic software is unchanged except for standard configuration tasks.
- A rating of "3" for "Modified COTS" is used if there are software application changes to system functionality to support unique contractor business needs. Any unique contractor modifications are typically negotiated between the vendor and contractor.

"To Enrich Lives Through Effective And Caring Service"

APPENDIX C & C-1

APPENDIX C & C1

SUMMARY SCHEDULE / DETAIL SCHEDULE

Original Start and Original Completion Dates

• Dates should be consistent with costs identified on Exhibit 4-Budget Summary for the fiscal years of the project. For example, if funding is requested for three years, Project Schedules must reflect a three-year project duration or if the task "Purchase and Installation of Hardware" is scheduled for Fiscal Year 2, the Budget should be consistent with the schedule.

Revised Start and Revised Completion Dates

• The Revised Start or Revised Completion dates are not entered for the Project Proposal submittal. The Revised Start or Completion dates are only used after the project is approved and the TNFA is executed.

APPENDIX C & C1

SUMMARY SCHEDULE / DETAIL SCHEDULE

Tasks

• Do not include any tasks that have already been completed prior to project proposal submission or tasks that are projected to complete prior to contract execution. These tasks should be described in Exhibit 3 – Technological Needs Project Proposal Description under section (b) Background.

Milestone

• A Milestone is an event with zero duration, although a start and completion date (same day) may be used to identify a deadline or target date. Milestones are used to measure the progress of a project and signify completion or start of a major deliverable or other significant metric.

• The Critical Success Factors described in Exhibit 3 – Technological Needs Project Proposal Description section 1.2 (c.) typically become key milestones in a project schedule.

APPENDIX C & C1-

SUMMARY SCHEDULE / DETAIL SCHEDULE

Project Closure

- All projects must include as a final phase "Project Closure" and include the following: submit final invoice, submit final project status, complete Post-Implementation Evaluation Report (PIER), submit final inventory report and archive project documents. Project Closure cannot occur before the close of the project budget period.

Summary Project Schedule – Appendix C

- The Summary Project Schedule will be included in the Technological Needs Funding Agreement (TNFA) and the quarterly Project Status Report-Exhibit 6.

- Once the TNFA is executed, the Summary Project Schedule becomes the baseline for any future change requests.

"To Enrich Lives Through Effective And Caring Service"

ELECTRONIC SIGNATURE - STATUS

- Revised language sent to County Counsel
- Conference call – January 28
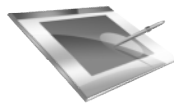
"To Enrich Lives Through Effective And Caring Service"

MEETING SCHEDULE

- Monthly / Bi-Monthly / Quarterly
- TBD

"To Enrich Lives Through Effective And Caring Service"

OPEN DISCUSSION

"To Enrich Lives Through Effective And Caring Service"

Los Angeles County Department of Mental Health
Contract Provider Technology Need Project

TNFA Orientation Schedule for 2010

695 S. Vermont Ave.,6th Floor
Los Angeles, CA 90005
Room 810

Date	**Time**
February 22, 2010	9:00 AM to 12:00 PM
March 22, 2010	9:00 AM to 12:00 PM
April 20, 2010	9:00 AM to 12:00 PM
May 24, 2010	9:00 AM to 12:00 PM
June 28, 2010	9:00 AM to 12:00 PM
July 26, 2010	9:00 AM to 12:00 PM
August 23, 2010	9:00 AM to 12:00 PM
September 27, 2010	9:00 AM to 12:00 PM
October 25, 2010	9:00 AM to 12:00 PM
November 15, 2010	9:00 AM to 12:00 PM
December 13, 2010	9:00 AM to 12:00 PM

Call (213) 480-3683 to schedule Orientation.

EXHIBIT 3 – TECHNOLOGICAL NEEDS PROJECT PROPOSAL DESCRIPTION
EXAMPLES OF CALCULATIONS
COST JUSTIFICATION

EXAMPLE 1:

Personnel

ABC Agency is requesting funding for one (1) Project Manager for a period of five (5) months at 50% time, starting at the beginning of the project, July 1, 2010, and ending November 30, 2010. The salary and employee benefits for this position total $100,000 annually, that is, $8,333.33 monthly. Therefore, we are requesting $20,833 in Fiscal Year (FY) 1 funding. ($8,333.33 X 5 months X 50% effort = $20,833.)

EXAMPLE 2:

Contract Services

Step 1: ABC Agency is requesting funding for one (1) contract EHR Implementation Consultant who will act as Project Manager for a period of one (1) year. Because he is working at 25% time, he is expected to bill 10 hours per week at $90/hour, for a total of $45,000 starting April 1, 2010 (10 hours X $90 per hour X 50 weeks = $45,000).

Step 2: Since three-quarters (75%) of ABC Agency clients served in Los Angeles County are DMH clients, we will charge 75% of the consultant expense to MHSA. ($45,000 per year X 75% = $33,750.)

Step 3: The consultant starts on April 1, so is budgeted for 3 month's billing in FY09-10 ($33,750 annual ÷ 12 months X 3 months = $8,438) and the remaining 9 month's billing in FY 10-11 ($25,312).

NON-MHSA FUNDING EXAMPLES

EXAMPLE 3:

ABC Agency is purchasing a new EHR system to serve ALL its clients. Seventy percent (70%) of the agency's clients are DMH clients.   The agency has a budgeted expense of $25,000 for Contract Services in FY1. The agency is requesting MHSA IT funding of $17,500 ($25,000 x 70%). The agency will fund the remaining $7,500 ($25,000 x 30%) of expense from Non-MHSA Funding sources.

EXAMPLE 4:

ABC Agency's existing EHR system includes both DMH and non-DMH clients, in the proportions noted above. You will add (1) a client progress tracking module that will be used to benefit DMH clients exclusively, and (2) an appointment scheduling module that will used to assist ALL clients. Your agency may request 100% funding for the progress tracking module and 70% MHSA IT funding for the scheduling module, showing the combined amount as part of "MHSA IT Funds Request (A)" on Exhibit 4 – Budget Summary. The agency will show the 30% cost of the scheduling module as part of "Non-MHSA Funding (B)" on Exhibit 4 – Budget Summary.

Appendix A: Project Risk Assessment
For Technological Needs Project Proposal

Project Title: _____   **Consortium (Y/N):** _____

Contract Agency Name: _____   **Legal Entity Number:** _____

Category		Factor	Rating	*Score **NA** if category is not applicable Score*
Estimated Cost of Project*				
Only MHSA IT Funds Request Amount		Over $400,000	6	
		Over $200,000	5	
		Over $100,000	2	
		Under $100,000	1	
Project Manager Experience				
Like Projects completed in a "key staff" role		None	3	
		One	2	
		Two or More	1	
Team Experience				
Like Projects Completed by at least 75% of Key Staff		None	3	
		One	2	
		Two or More	1	
Elements of Project Type				
Hardware	New Install	Local Desktop/Server	1	
		Distributed/Enterprise Server	3	
	Update/Upgrade	Local Desktop/Server	1	
		Distributed/Enterprise Server	2	
	Infrastructure	Local Network Cabling	1	
		Distributed Network	2	
		Data Center/Network Operations Center	3	
Software	Custom	Custom Development	5	
	ASP	Application Service Provider	1	
	COTS* Installation	"Off-the-Shelf"	1	
		Modified COTS*	3	
	Number of Users	Over 300	5	
		Over 100	3	
		Over 20	2	
		Under 20	1	
	Architecture	Browser/thin client based	1	
		Two-Tier (client / server)	2	
		Multi-Tier (client & web, database, application, etc. servers)	3	
			TOTAL SCORE	

*Commercial Off-The-Shelf Software

Total Score	Project Risk Rating	Check applicable rating (√)
25 – 31	High	
16 – 24	Medium	
8 – 15	Low	

FAX forms to: **DMH CIOB** Attn: **CPTT** at: **213-252-8744.** Email a copy to: CPTT@dmh.lacounty.gov

Appendix C: Summary Project Schedule
For Technological Needs Project Proposal

Project Title: _____   **Consortium (Y/N):** ____

Contract Agency Name: _____   **Legal Entity Number:** _____

ID Number	Summary Task/Milestone Name	Duration in Days	Original Start	Revised Start	Original Completion	Revised Completion

FAX forms to: **DMH CIOB** Attn: **CPTT** at: **213-252-8744.** Email a copy to: CPTT@dmh.lacounty.gov

Appendix C-1: Detail Project Schedule
For Technological Needs Project Proposal

Project Title: _____   **Consortium (Y/N):** ____

Contract Agency Name: _____   **Legal Entity Number:** _____

ID Number	Task Name	Duration in Days	Original Start	Revised Start	Original Completion	Revised Completion

FAX forms to: **DMH CIOB** Attn: **CPTT** at: **213-252-8744.** Email a copy to: CPTT@dmh.lacounty.gov